

Spec. Code: 4707(2377)
Occ. Area: 03
Work Area: 661
Prob. Period: 6 mo.
Prom. Line: none
Effective Date: 11/10/88

DUPLICATING SERVICES MANAGER

Function of Job

Under administrative supervision from a designated administrator, to plan and direct the financial, operational, and personnel activities of a multiple-facility quick-copy/duplicating operation.

Characteristic Duties and Responsibilities

1. establishes and implements policies, procedures, and methods to maintain or improve functional activities of the multiple-facility operation
2. develops and monitors budget and financial statements of operations in order to control and forecast revenues and expenses; adjusts rate schedules as required by changes in labor and material costs
3. coordinates with other campus printing services (such as electronic typesetting) in order to maximize efficiency and improve services to users
4. supervises professional, technical, and clerical staff directly or through subordinate supervisors; plans, assigns, and reviews work, counsels employees, and evaluates job performance
5. consults with customers on matters relating to user needs and customer relations and evaluates customer satisfaction with services rendered
6. evaluates technical developments and equipment relating to the duplicating operation and authorizes or makes recommendations for procedures and methods to improve the efficiency of the unit
7. prepares operational reports (such as production, inventory, and labor reports)
8. performs other related duties as assigned

Minimum Acceptable Qualifications

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. any one or any combination of the following types of preparation:
 - (a) credit for progressively more advanced college course work comparable to that leading to a major in business administration or a related field

- (b) credit for progressively more advanced college course work comparable to that leading to a major in other fields than the ones described in “a”
- (c) responsible business experience or experience in the management of duplicating service operations (such as at least an assistant supervisor)

that totals 1.0 unit according to the following conversion rates:

120 semester hours (or a Bachelor’s degree) in “a” - 1.0 unit

120 semester hours (or a Bachelor’s degree in “b” = 0.75 unit maximum*

36 months of “c” = 1.0 unit.

Amounts of experience or training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

- 2. in addition to the preparation required in #1 , three years of (a) progressively more responsible business experience that included responsibility for the operation and maintenance of duplicating equipment or (b) progressively more responsible experience in the management of duplicating service operations (such as supervisor)
- 3. two years of experience supervising others. (Experience used to satisfy requirements 1 “c” and 2 that included the supervision of other can be used to satisfy this requirement as well.)

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

- 1. knowledge of the operation and maintenance of complex duplicating equipment
- 2. ability to organize and coordinate the work of others
- 3. administrative ability
- 4. ability to communicate effectively with staff and public